

# Enterprise Incident Report January 2012

As of 2/23/2012

GOED

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
GOED	Application Services	Dustin Crump	0 0	2 1	0 0	2 1
		Paul Lundell	0 0	2 1	0 0	2 1
		Tony Larsen	0 0	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	4 2	2 0	6 2
	Capitol Desktop Support	Chad Poll	0 0	3 0	0 0	3 0
		Paul Ross	0 0	1 1	0 0	1 1
		Scott Wunderlich	1 1	1 1	0 0	2 2
		<b>Assigned to Individual Total</b>	1 1	5 2	0 0	6 3
	Help Desk	James Stearns	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	2 2	0 0	2 2

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			High	Low	Medium	FCR Total	
GOED	Help Desk	Assigned to Individual Total	0 0	4 4	0 0	4 4	
	Metro A Desktop Support	Burton Brown	0 0	9 5	0 0	9 5	
		Assigned to Individual Total	0 0	9 5	0 0	9 5	
	Metro A Help Desk	Ed Conrad	0 0	2 1	0 0	2 1	
		Assigned to Individual Total	0 0	2 1	0 0	2 1	
	Security	Bart Grant	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Assigned Group Total		1 1	25 14	2 0	28 15	
	Customer Company Total			1 1	25 14	2 0	28 15

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## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
GOED	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Paul Lundell	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	4 2	2 0	6 2
	Capitol Desktop Support	Chad Poll	0 0	3 0	0 0	3 0
		Paul Ross	0 0	1 0	0 0	1 0
		Scott Wunderlich	1 0	1 0	0 0	2 0
		<b>Assigned to Individual Total</b>	1 0	5 0	0 0	6 0
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	2 0	0 0	2 0

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			High	Low	Medium	MIR Total
GOED	Help Desk	Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro A Desktop Support	Burton Brown	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Security	Bart Grant	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	25 2	2 0	28 2
	Customer Company Total			1 0	25 2	2 0

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## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
GOED	Application Services	Dustin Crump	0 0.00	2 0.14	0 0.00	2 0.14
		Paul Lundell	0 0.00	2 1.68	0 0.00	2 1.68
		Tony Larsen	0 0.00	0 0.00	2 0.06	2 0.06
		<b>Assigned to Individual Total</b>	0 0.00	4 0.91	2 0.06	6 0.63
	Capitol Desktop Support	Chad Poll	0 0.00	3 0.36	0 0.00	3 0.36
		Paul Ross	0 0.00	1 0.00	0 0.00	1 0.00
		Scott Wunderlich	1 0.23	1 0.00	0 0.00	2 0.12
		<b>Assigned to Individual Total</b>	1 0.23	5 0.22	0 0.00	6 0.22
	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	2 0.00	0 0.00	2 0.00

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			High	Low	Medium	ATTIR Total
GOED	Help Desk	Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro A Desktop Support	Burton Brown	0 0.00	9 0.01	0 0.00	9 0.01
		Assigned to Individual Total	0 0.00	9 0.01	0 0.00	9 0.01
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.12	0 0.00	2 0.12
		Assigned to Individual Total	0 0.00	2 0.12	0 0.00	2 0.12
	Security	Bart Grant	0 0.00	1 0.40	0 0.00	1 0.40
		Assigned to Individual Total	0 0.00	1 0.40	0 0.00	1 0.40
	Assigned Group Total		1 0.23	25 0.22	2 0.06	28 0.21
	Customer Company Total			1 0.23	25 0.22	2 0.06

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## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
GOED	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	4 0	2 0	6 0
	Capitol Desktop Support	Chad Poll	0 0	3 0	0 0	3 0
		Paul Ross	0 0	1 0	0 0	1 0
		Scott Wunderlich	1 0	1 0	0 0	2 0
		<b>Assigned to Individual Total</b>	1 0	5 0	0 0	6 0
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	2 0	0 0	2 0

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			High	Low	Medium	MR Total
GOED	Help Desk	Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro A Desktop Support	Burton Brown	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Security	Bart Grant	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	25 0	2 0	28 0
	Customer Company Total			1 0	25 0	2 0



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## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
GOED	Application Services	Dustin Crump	0 0.00	2 1.18	0 0.00	2 1.18
		Paul Lundell	0 0.00	2 1.89	0 0.00	2 1.89
		Tony Larsen	0 0.00	0 0.00	2 2.10	2 2.10
		<b>Assigned to Individual Total</b>	0 0.00	4 1.54	2 2.10	6 1.72
	Capitol Desktop Support	Chad Poll	0 0.00	3 2.44	0 0.00	3 2.44
		Paul Ross	0 0.00	1 2.17	0 0.00	1 2.17
		Scott Wunderlich	1 1.13	1 0.00	0 0.00	2 0.57
		<b>Assigned to Individual Total</b>	1 1.13	5 1.90	0 0.00	6 1.77
	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	1 4.51	0 0.00	1 4.51
		Vicky Marrelli	0 0.00	2 0.00	0 0.00	2 0.00

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			High	Low	Medium	ATTR Total
GOED	Help Desk	Assigned to Individual Total	0 0.00	4 1.13	0 0.00	4 1.13
	Metro A Desktop Support	Burton Brown	0 0.00	9 0.55	0 0.00	9 0.55
		Assigned to Individual Total	0 0.00	9 0.55	0 0.00	9 0.55
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.36	0 0.00	2 0.36
		Assigned to Individual Total	0 0.00	2 0.36	0 0.00	2 0.36
	Security	Bart Grant	0 0.00	1 0.55	0 0.00	1 0.55
		Assigned to Individual Total	0 0.00	1 0.55	0 0.00	1 0.55
	Assigned Group Total		1 1.13	25 1.06	2 2.10	28 1.13
Customer Company Total			1 1.13	25 1.06	2 2.10	28 1.13

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## Detail

<b>INC000000422974</b>	Amy Hamblin	Application	None	Novell GroupWise		TIR Missed: Yes	1.38
	Application Services	Paul Lundell	GOED	Low	Closed	TTR Missed: No	1.80
<b>INC000000438303</b>	Amy Hamblin	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	0.06
<b>INC000000438306</b>	Marie Magre	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	0.04
<b>INC000000438307</b>	Vicki Allison	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	0.02
<b>INC000000439583</b>	Gary Harter	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	0.05
<b>INC000000439646</b>	Vicki Allison	PC/Laptop	Hardware	None		TIR Missed: No	0.36
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	5.68
<b>INC000000440242</b>	Fred Lange	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	1.34
<b>INC000000442453</b>	David M Williams	Network	Performance	None		TIR Missed: No	0.23
	Capitol Desktop Support	Scott Wunderlich	GOED	High	Closed	TTR Missed: No	1.13
<b>INC000000442835</b>	Barbara Bloedorn	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	GOED	Low	Closed	TTR Missed: No	0.00
<b>INC000000443278</b>	Barbara Bloedorn	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.10
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	0.23
<b>INC000000443335</b>	Suzanne Winters	Application	Error	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	GOED	Low	Closed	TTR Missed: No	2.17
<b>INC000000443372</b>	Beverly Evans	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	GOED	Low	Closed	TTR Missed: No	0.00
<b>INC000000444082</b>	Winston Wilkinson	None	None	None		TIR Missed: Yes	1.98
	Application Services	Paul Lundell	GOED	Low	Closed	TTR Missed: No	1.98
<b>INC000000444418</b>	Michael Sullivan	None	None	None		TIR Missed: No	0.13
	Application Services	Tony Larsen	GOED	Medium	Closed	TTR Missed: No	2.10
<b>INC000000444418</b>	Michael Sullivan	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	GOED	Medium	Closed	TTR Missed: No	2.10
<b>INC000000445838</b>	Leigh Von Der Esch	None	None	iPhone		TIR Missed: No	0.28
	Application Services	Dustin Crump	GOED	Low	Closed	TTR Missed: No	2.36

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<b>INC000000446394</b>	Beverly Evans	Application	Password	Novell GroupWise	TIR Missed: No	0.08
	Metro A Desktop Support	Burton Brown	GOED	Low Closed	TTR Missed: No	0.64
<b>INC000000447286</b>	Fred Lange	Network	Performance	Internet Explorer	TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low Closed	TTR Missed: No	2.77
<b>INC000000447642</b>	Tara Roner	PC/Laptop	Virus	None	TIR Missed: No	0.62
	Capitol Desktop Support	Chad Poll	GOED	Low Closed	TTR Missed: No	1.42
<b>INC000000448189</b>	Austin Becker	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	GOED	Low Closed	TTR Missed: No	4.51
<b>INC000000450089</b>	Amy Hamblin	Application	Error	Novell GroupWise	TIR Missed: No	0.24
	Metro A Help Desk	Ed Conrad	GOED	Low Closed	TTR Missed: No	0.71
<b>INC000000450875</b>	Sharon Foard	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	GOED	Low Closed	TTR Missed: No	0.00
<b>INC000000451530</b>	Chad Davis	None	None	None	TIR Missed: No	0.40
	Security	Bart Grant	GOED	Low Closed	TTR Missed: No	0.55
<b>INC000000451578</b>	Fred Lange	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low Closed	TTR Missed: No	0.00
<b>INC000000452151</b>	Rebecca Katz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	GOED	Low Closed	TTR Missed: No	0.00
<b>INC000000453347</b>	Marie Magre	None	None	None	TIR Missed: No	0.00
	Application Services	Dustin Crump	GOED	Low Closed	TTR Missed: No	0.00
<b>INC000000454236</b>	Myrna Hill	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low Closed	TTR Missed: No	0.03
<b>INC000000454239</b>	Beverly Evans	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low Closed	TTR Missed: No	0.03